

Get Started

All you need to know to get going.

Sprint **WeGo**[™]

Sprint 



Welcome!

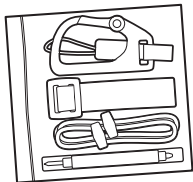
Thanks for choosing Sprint. This booklet introduces you to the basics of getting started with Sprint and your Sprint WeGo. This phone with simple one button technology helps you easily stay in touch with your child on the go.

ReadyNow – For more help in getting up and running with your new phone, take advantage of exclusive **Ready Now** resources at **sprint.com/readynow**. You can even schedule a one-on-one appointment at a Sprint Store near you.

For ongoing support and resources, visit **sprint.com/support**. There, you'll find guides, tutorials, and more to help you get the most out of your phone.

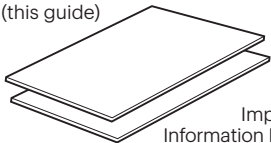
Note: Available applications and services are subject to change at any time.

In The Box



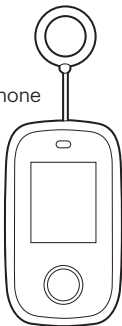
Accessory/Tool Bag

Get Started Guide
(this guide)



Important
Information Booklet

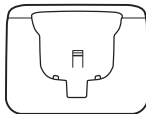
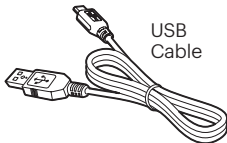
Phone



Standard Lithium
Ion (Li-Ion) Battery



USB
Cable



Dock Charger

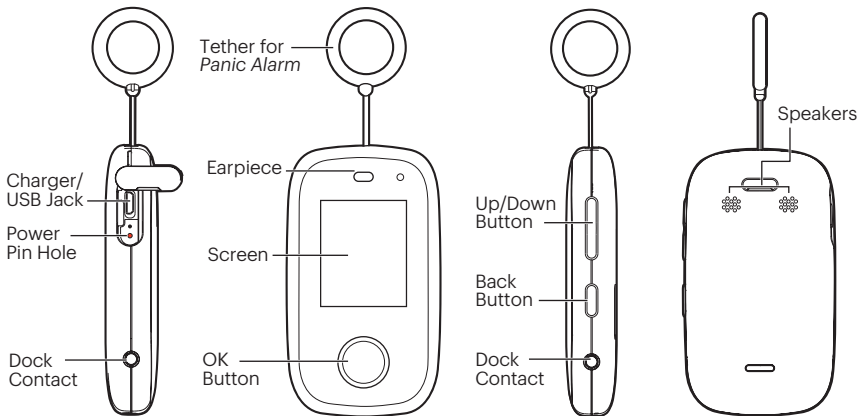


AC Charger



Wireless
Recycling
Envelope

Your Sprint WeGo



Using This Guide

This Get Started guide is designed to help you set up and use your new Sprint WeGo. It's divided into four sections to help you find the information you need quickly and easily.

- **Get Ready** – page 6 – Find out what you need to do before you use your phone the first time, including inserting a battery and activating Sprint service on your phone.
- **Set Up the Sprint WeGo Portal** – page 9 – Before you can use the phone, you must register an account on the Sprint WeGo portal. Here you can manage all of your phone's settings, contacts, and more.
- **Use Your Phone** – page 14 – Take advantage of your phone's features such as calling, texting, setting up schedules, and more.
- **Tools & Resources** – page 17 – Find useful tips for your phone and discover resources and other helpful Sprint information. For additional information including the full User Guide, videos, tutorials, and community forums, visit sprint.com/support.

Get Your Phone Ready

Install the Battery

1. Insert your fingernail into the slot at the top of the battery compartment and lift the cover up gently.
2. Insert the battery, contacts end first, and gently press the battery into place.
3. Replace the battery compartment cover, making sure all the tabs are secure and there are no gaps around the cover.
4. Open the plug of the battery compartment cover and then place the screw in.
5. Tighten the screw by using the screwdriver and close the plug of the battery compartment.

Charge the Battery

1. Plug the USB cable into the AC charger.
2. Pull out the plug on the left side on the phone and plug in the USB cable.
3. Plug the AC charger into an electrical outlet.

Get Your Phone Ready

Turn the Phone On

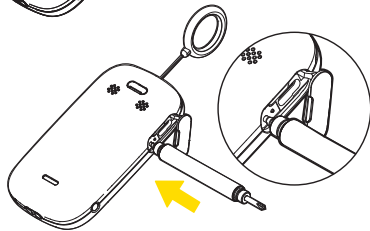
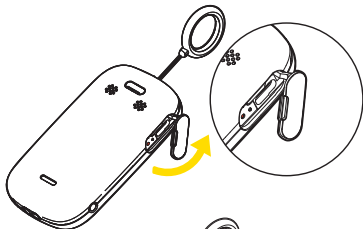
- Use the tool provided to press and hold the red pin hole on the left side of the phone near the Charger/USB Jack.

Turn the Screen On and Off

- To quickly turn the display screen on, press the **Back Button** on the front of the phone.
- You cannot turn the screen off without turning the phone off. The screen will eventually turn off automatically.

Turn the Phone Off

- Use the tool provided to press and hold the red button on the left side of the phone near the Charger/USB Jack. Enter your access code and press the **OK Button**.



Get Your Phone Ready

Activate Your Phone



If you purchased your phone at a **Sprint Store**, it is probably activated.



If you received your phone in the mail, and it is a **new Sprint account** or a **new phone number**, your phone is designed to activate automatically. When you turn the phone on for the first time, you should see a **PRL Update** screen and a **Firmware Update** screen. Follow the onscreen instructions to continue.



If you received your phone in the mail and it is going to be activated on an **existing number**, go to sprint.com/activate and follow the instructions.



STOP! In order to use your phone, you have another step after activation. You must complete your registration on the Sprint WeGo portal. See next page for registration instructions.

If your phone is still not activated, visit sprint.com/support for assistance. If you do not have access to the Internet, call Sprint Customer Service at **1-888-211-4727** from another phone.

Set Up the Sprint WeGo Portal

This is a unique phone with many security features. It is very important that you set up an account in the portal as you will not be able to use the phone otherwise.

Register a New Account

Your WeGo phone must be powered on before you can register.

1. Navigate to www.sprint.com/sprintwego and click **Sign up now!**

Note: You can also download the Sprint WeGo mobile app from Google Play™ on an Android or the App Store on an iPhone. The app can only be used by the parent phone or invited users.

2. Enter your WeGo Phone Number and Account Primary Phone Number (your Sprint mobile phone number) and click **Connect**.

Important: Your primary Sprint mobile phone and WeGo phone must be on the same account.

- Once you enter the information you will be prompted to create a login and password.
3. You will be taken through a setup process. Follow instructions to sign the End-User License Agreement and enter your personal information.
 4. Set the Administrative Control Access Code for your WeGo phone.
Note: This is different than the password to the portal. The Administrative Control Access Code allows changes to be made directly on the WeGo phone. The device access code is defaulted to 9999.
 5. Add contacts to the contact list and click **Next**.
Note: Only callers allowed by you will be able to contact the WeGo phone.
 6. Initial setup is complete. Click **Home** to continue or **Advanced Settings** for more configuration options.

visit sprint.com/wego to access device information, web portal instructions and more

Set Up the Sprint WeGo Portal

Edit Personal Account Information

1. Click **Settings** tab > **Edit profile**.
2. You can choose to update the Name, Sprint Cell Phone, Primary Email, and Time Zone.

Change the Password

1. Click **Settings** tab > **Change Password**.
2. Follow the instructions to change the password.

Notification Preferences

1. Click **Settings** tab > **Change Notifications**.
2. A list of all events is displayed.
3. Select the preferred notification method for the listed events.
4. Click **Update Notifications** to save the information.

Invite Another User to Access Your Account

Additional users can help manage notifications and can pinpoint a child's location.

1. Click **Settings** tab > **Invite User**.
2. Enter the new user's First Name, Last Name, Role, and Primary Email.
3. Click **OK** to save the information.

Set Up the Sprint WeGo Portal: Contacts

The WeGo can only call/text and receive calls/texts from contacts that are preregistered in the Sprint WeGo portal.

Add a New Entry to Contacts

1. Click the **Settings** tab on the portal.
2. Click the **Settings** box > **Contacts** > **Add Contact**.
3. Enter/select the Contact Name, Contact Phone Number, Receive Call, Send Call, Receive Text, and Send Text.
4. Click **OK** to save the information.

Edit a Contact

1. Click the **Settings** tab on the portal.
2. Click the **Settings** box > **Contacts** and click the contact information you want to edit.

3. Choose to edit the Contact Name, Contact Phone Number, Receive Call, Send Call, Receive Text, and Send Text.
4. Click **OK** to save the information.

Delete a Contact

1. Click the **Settings** tab on the portal.
2. Click the **Settings** box > **Contacts** and click the red "x" by the contact you want to delete.
3. Click **OK** to save the information.

Note: Changes may take a few minutes to take effect.

Set Up the Sprint WeGo Portal: Schedules

Add a New Speed Detection Schedule

1. Click the **Settings** tab on the portal.
2. Click the **Settings** box > **Speed Detection Schedule** > **Add Schedule**.
3. Enter the Day(s), Detection Speed and Times.
4. Click **OK** to save the information.

Add a New Wake Alarm Schedule

1. Click the **Settings** tab on the portal.
2. Click the **Settings** box > **Wake Alarm Schedule**.
3. Enter the Day(s) and Times.
4. Click **OK** to save the information.

Add a New School Hour Silence Schedule

1. Click the **Settings** tab on the portal.
2. Click the **Settings** box > **School Hour Silence Schedule**.
3. Enter the Day(s) and Times.
4. Click **OK** to save the information.

Note: These alerts can also be set from your WeGo phone through the Admin Controls. To access, use the access code 9999 which you can change later through the Additional Settings menu.

Set Up the Sprint WeGo Portal: GPS Location Services

Create a Zone

1. Click the **Zones** tab on the portal.
2. Click **Add new zone**.
3. Enter the Zone Name, Street, City, State and Zip Code.
4. A map displays the location of the address and will prompt you to proceed.
5. Adjust zone size and position and click **Finish** when you are done.

Note: If your child exits the zone you create, you will receive a text message.

Note: You can also use the GPS location services from the Sprint WeGo mobile app.

Follow Location

Choose to receive updates every two minutes with your child's location on the map.

1. Click the **Location** tab on the portal.
2. Click **Follow** on the bottom of the screen.

Note: No changes to those limits can be made.

Scheduled Finds

You can set schedules for when you want to be notified of your child's location.

1. Click **Scheduled Finds** and choose to create a new schedule or update an existing one.
2. Select the day(s) and drag the cursor over the correct time.

Use Your Phone: Calls

When following these instructions (and the text messaging instructions on the next page), please make sure your phone is awake by pressing the **OK Button**.

Call a Preset Number

1. Press the **Down Button** to enter the main menu.
2. Select **Call** and press the **OK Button**.
3. Select a contact and press the **OK Button** to place the call.
4. To end the call press the **OK Button**.

Call From Missed Calls

1. Press the **Down Button** to enter the main menu.
2. Select **Missed Calls** and then press the **OK Button**.

3. Select a contact and press the **OK Button** to place the call.

Answer an Incoming Call

- Press the **OK Button** to answer the call.

Reject an Incoming Call

1. Press the **Down Button** to show the menu.
2. Scroll to **Ignore** to reject the call.

Call 911

1. Press the **OK Button** two times quickly.
2. The phone will ask if you want to call 911. Scroll down to select **Yes** and press the **OK Button** to place the 911 call.

Text Messaging

Read a Text Message

1. Press the **Down Button** to enter the main menu.
2. Select **Messages > Received Message** and press the **OK Button**.
3. Select a message you want to read and press the **OK Button** to open and read it.

Reply to a Text Message

1. Press the **Down Button** to enter the main menu.
2. Select **Messages > Received Message** and press the **OK Button**.
3. Select a message you want to reply to and press the **OK Button**.
4. Press the **OK Button** again to show the Template screen.

5. Select a preset message and press the **OK Button** and press again to send the message.

Send a Text Message

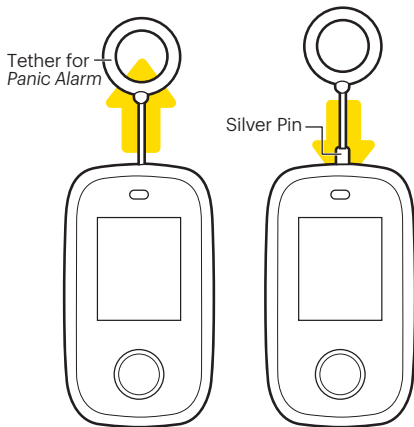
1. Press the **Down Button** to enter the main menu.
2. Select **Messages > Create Message** and press the **OK Button**.
3. Select the contact to whom you want to send the message.
4. Select a preset message and press the **OK Button**.
5. Press the **OK Button** to send the message.

Panic Alarm

Panic Alarm

There is a tether pull string on the top of the phone. When it's pulled, ~~an extremely loud alarm emits,~~ and a text message is sent to you with your child's location. You can call the Sprint WeGo back and force the microphone and speaker on so you can talk to your child.

Once the tether pull string has been pulled and the panic alarm sounded, **push the silver pin back into the top of the phone to silence the alarm.**



Tools & Resources: Manage Your Account

Online: sprint.com

- Make a payment, see your bills, enroll in online billing.
- Check minute usage and account balance.
- See or modify the details of your Sprint service plan.
- Get detailed instructions and download content.

From Any Other Phone

- Sprint Customer Service:
Dial **1-888-211-4727**
- Business Customer Service:
Dial **1-888-788-4727**

Resources

Resources For Your Phone

- This **Get Started Guide** to get you up and running.
- **Ready Now** – Visit sprint.com/readynow for additional help to get started on your new phone. You'll find more information on basic setup, activation, maximizing your phone's performance, and personalization. Plus, you can even schedule a personalized one-on-one Ready Now appointment at a Sprint Store near you.
- **Online Support** – For ongoing help over the life of your phone, visit sprint.com/support to find videos, tutorials, troubleshooting tips, and the complete **User Guide** for your Sprint WeGo.
- **Community** – Visit community.sprint.com to join the discussion about all things Sprint. Here people help each other make the most of their wireless services with tips, forums, blogs, and the latest news.

Sustainability

At Sprint, environmental responsibility is more than talk. We're continuously working to reduce our carbon footprint and decrease our use of natural resources.

So where is my user guide?

We took the full printed user guide out of the box and put it, along with expanded support resources, online for you. Less paper, more and better information. Just visit sprint.com/support from any computer to access your complete user guide and the rest of our support materials.

What else has Sprint been doing?

Plenty. To find out just what we've been up to, visit sprint.com/green for more information.



This guide is printed with soy inks and contains 75% post consumer paper.

visit sprint.com/wego to access device information, web portal instructions and more

Feedback

We are interested in your initial impressions of this new Sprint phone.

Within two weeks of your purchase, please go to <http://labs.sprint.com/sprintphonesurvey> to complete a brief survey. Your feedback will help us provide the wireless features and services you want most.

Thank you for choosing Sprint.

The services described in this guide may require a subscription to a service plan and/or may incur additional charges. Not all services will work on all phones. Sprint coverage is not available in all markets. See sprint.com/coverage for more details.

Important Privacy Message. This phone is capable of determining its/your geographical location. For the location services you select, a phone must be turned on and set to allow collection of location information in order to function.

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